Support coordinator quarterly meeting

July 19, 2023

Utah Department of
Health & Human Services
Services for People with Disabilities

Housekeeping

This meeting is being recorded.

Please mute your microphone.

Recording and slides will be available this Friday at: dspd.utah.gov/support-coordinators/

Questions? Type into chat.

Agenda

July 19, 2023

Announcements

DSPD staff changes

Legislative updates

Office of Service Review updates

UCANS updates

Finance team updates

Person-centered planning training

Housing training

Q/A

What: We are currently piloting an experience survey for individuals who have recently completed their person-centered support plan meeting.

How you can help: Please make sure you are updating email and mailing addresses during the planning meeting.

Questions? Contact the person-centered planning team at pcppilotproject@utah.com.

Activating new plans with restricted service codes such as EPR:
- EPR is time-limited, 24-month service. Service dates will not always match with a person's plan year.
- To activate a plan, enter the budget screen for the PCSP and change the date to match the EPR information in the restricted code table.
- If additional EPR time is needed for the person, create an RFS for an EPR extension.

Announcements/Reminders

Tenzin Soepa - Accounting and budget team

Adriana Casillas - Waiver manager for the Community Supports Waiver

Abbey Harding - Registered Nurse with Acquired Brain Injury/Physical Disabilities waivers team

Brianna Jones -Caseworker specialist with ESMC team

Maxie McKay and **Sandra Salazar Hernandez** - Intake and referral team

Jan Eliason - USTEPS team

Jamie Wuthrich, assistant director, has left to work for HMHI.

Changes in DSPD staffing

Legislative updates

Caregiver compensation

Recent KSL article on caregiver comp

You may be receiving more inquiries than usual about caregiver compensation.

We are directing people in services to you with questions.

If you get questions about caregiver compensation availability for those on the waitlist, please direct them to their waitlist worker.

Caregiver compensation cont.

Timeline

We are aiming for the changes to the program to be implemented by Nov. 11.

There will soon be a 30-day public comment period on our plan (you will be notified)

Public comment will be followed by a 90-day review period by CMS.

Office of Service Review updates

Office of Service Review updates

- All review tools will be updated on our website by the end of month.
- We created a quick guide to what service codes require a quarterly/monthly summary. This will be posted in the chat, and also available on our website.
- dhhs.utah.gov/cqi

UCANS

UCANS updates

- Plans that do not have an Adult SIS or a UCANS will need a UCANS before the new PCSP can be activated.
- Please look ahead 60 days (before the plan cycle) and schedule UCANS for these cases before the end of the month.
- This helps you get the time slot you want, and helps us spread out the workload on our end.

UCANS updates

- Person-centered profiles should still be updated.
  - This helps us make sure we are not bringing up topics that are outdated that can be uncomfortable or even traumatic for the person, such as asking about a loved one who has since passed away.

- UCANS need input from the whole team. Please be an active participant.

Finance team updates

SSM update

- We appreciate your efforts to make sure updated prescriptions are uploaded to USTEPS for people receiving massage services or SSM services.
- A few people with SSM services in their budgets still do not have valid prescriptions uploaded.
- Starting next week, individuals without valid prescriptions will have funding for massage services removed from their budget.

SSM update cont.

- If the service is removed from a budget, an NOA will be sent with the opportunity to appeal.
- Future requests for SSM services will require submission of an RFS request.
- The prescription from SSM services should be a written referral from a DOPL-licensed healthcare professional and include:
  - The person's name
  - The specific massage therapy service required
  - The specific length of session, including duration and frequency.

RFS

- RFS members are tasked with reviewing requests as objectively as possible.
- The RFS request in USTEPS should be the main form of communication between support coordinators and RFS committee members.
  - Ensures entire committee receives relevant information
- For questions about the RFS process, reach out to the RFS committee member reviewing the case.
  - All questions happening outside of USTEPS should be focused on the **process**.

Person-Centered Planning

DSPD value statements

★ **Individuals experiencing disabilities are the experts on their personal interests and preferences.** They should be supported to make informed, self-determined choices and maintain control over all aspects of their life.

★ **All individuals experiencing disabilities are able to connect, access and participate in their local communities** to the same degree as non-disabled peers. This includes opportunities for independent living, work, service, friendship, mentors, recreation, education, resources, civic/political participation, or other public support.

★ **All individuals experiencing disabilities are offered the opportunity to work in competitive integrated employment,** alongside co-workers without disabilities at minimum wage or higher.

Person-centered planning competencies

The 5 core competency domains are:

1. Strengths-based, culturally informed, whole person-focused
2. **Cultivating connections inside the system and out**
3. Rights, choice, and control
4. Partnership, teamwork, communication, and facilitation
5. Documentation, implementation, and monitoring

Cultivating connections inside the system and out

Facilitators should:

➔ Understand the systems and supports a person may choose.
➔ Understand basic issues related to different populations served.
➔ Promote the person's connection to the valued natural community activities and relationships that matter most.
➔ Actively involve supporters in collaborating, developing, and executing the person's plan.
➔ Support a meaningful life in the community as a human right.

Understand systems and supports a person may choose

- What systems and supports does the person access now?

- What systems and supports are you familiar with?

- What systems and supports do you need to learn more about?

Integrated Supports Star

Everyone accesses a variety of supports to meet their day-to-day needs, support the achievement of long-term or short-term goals, solve problems, or enhance their quality of life.

Categories include: personal strengths and assets, relationships, eligibility-specific, community-based, and technology

Sample Integrated Supports Star - Alvin

- **Personal strengths & assets** - swims, plays sports, likes the outdoors, cheers for the Utes
- **Relationships** - parents, brother, grandma and grandpa, Aunt Beatrice, friends
- **Eligibility-specific -** DSPD, Social Security (SSI)
- **Community-based** - church activity center, neighborhood park, library, rec center, U of U
- **Technology** - video game system, tablet, cell phone, smart TV, personal assistant device

Understand basic issues related to different populations served

- What relevant health and/or disability needs does the individual have?

- How do these needs intersect with individual, cultural, linguistic, and other characteristics (from Competency #1)?

Promote connection to community

- What are the person's valued community activities?

- What relationships matter most to the person?

- What activities and relationships are designed only for people with disabilities?

- How can you support building friendships and connections outside the paid service system?

Community Integration: Strategies and Recommendations

Activity 1: Getting to know the person

Activity 2: Strengthening the person's self-determination

Activity 3: Helping the person to identify and strengthen natural supports

Activity 4: Developing a map of the person's community

Activity 5: Connecting to the community

- Guidance for support teams, advocates, and professionals.
- Provides suggestions and strategies to support the individuals with disabilities in community integration.

To support the person with disabilities in community integration

- Introduction and Definition

- Tips for Facilitators

- Community Integration Activities 1-5
  - Potential roadblocks to community integration
  - Strategies, suggestions, and ideas to overcome those roadblocks to reach community integration

Relationship Map

Four quadrants:
- Family members involved in my life
- People and organizations that support me at home
- Friends
- People and organizations that support me at work, school, training
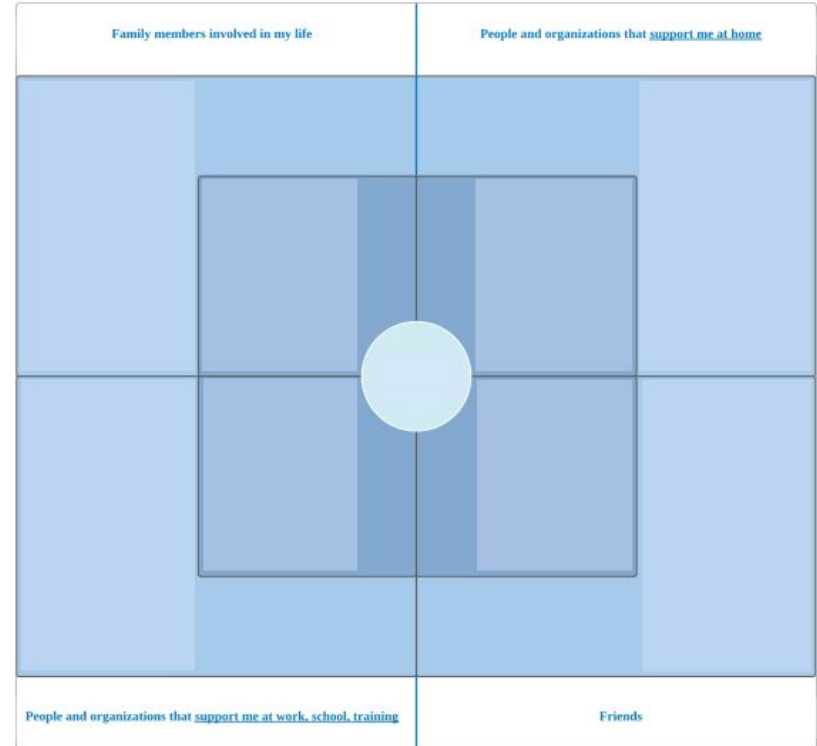
Actively involves supporters

- Who does the person want involved in their planning meeting?

- How can you collaborate with a team of supporters to improve the person's quality of life?

Supports a meaningful life as a human right

- Do you treat community access as a privilege to be "earned" or only for "compliant" individuals?

- Do you believe the Charting the LifeCourse framework statement?
  - "All people have the right to live, love, work, play, and pursue their own life aspirations."

- How do you help a person connect with their community?

Cultivating connections inside the system and out

Facilitators should:

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➔ Support a meaningful life in the community as a human right.

Affordable housing and services

What is integrated housing?

"Individuals with disabilities, like individuals without disabilities, should have choice and self-determination in housing and in the health care and related support services they receive."

HUD Integrated, Community-Based Settings

Integrated housing: Housing in which a person with a disability resides or may reside that is found in the community but is not exclusively occupied by persons with disabilities.

Why affordable housing and services are important

- Options and individual choice
- Improved health
- Independence
- Stability
- Security
- Fairness, equality and equity
- Compliance with the Settings Rule/Strategic Plan

Health services research shows…

Supportive Housing Can Produce Health Care Savings

Combining affordable housing with intensive services for a high-needs group saved an average of over $6,000 a year per person in health care

-23% **HOSPITAL**

-33%

-42%

Days in Hospital

Emergency Room Visits

Days in Nursing Home
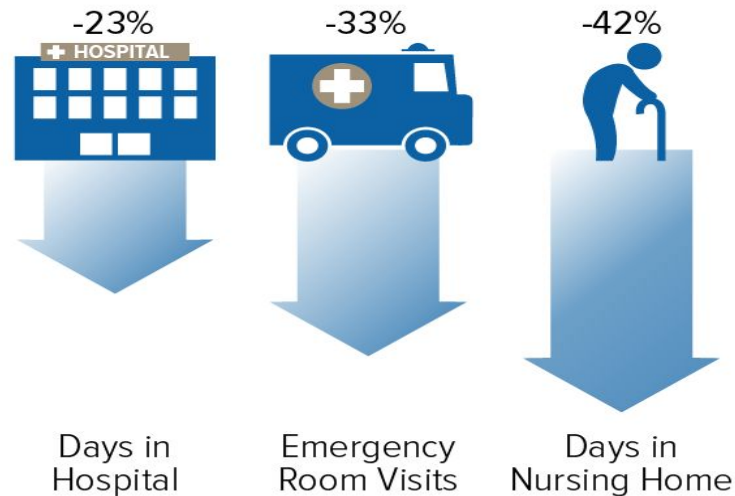
Note: Intensive services include help finding housing, working with a landlord, physical and behavioral health care, assistance finding employment, and others.

Source: Anirban Basu, *et al.*, "Comparative Cost Analysis of Housing and Case Management Program for Chronically Ill Homeless Adults Compared to Usual Care," *Health Services Research*, February 2012, Vol. 47, No. 1, Part II, pp. 523-543.

CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

Affordable housing programs vary by Public Housing Authority (PHA)

Most common are ➡️

Housing Choice Vouchers (HCV), the recipient picks where to live and it is portable.

Project Based Vouchers (PBV), rent subsidy is attached to unit not a person.

Mainstream/Non-Elderly Disabled Vouchers (NED), a family that includes at least one person with a disability between the ages of 18-61.

Public Housing (PH), provide decent and safe rental housing for eligible low-income families, elderly, and persons with disabilities.

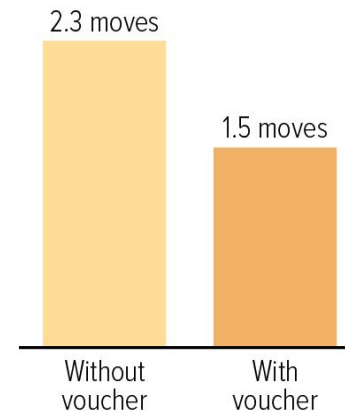# Housing Choice Vouchers Sharply Reduced Crowded Housing, Homelessness, and Frequent Moves, Study Shows

Vouchers reduced the number of families living in crowded housing by half...

46% — Without voucher
24% — With voucher
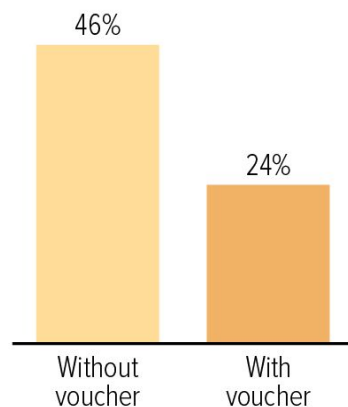
... reduced homelessness by three-quarters

13% — Without voucher
3% — With voucher
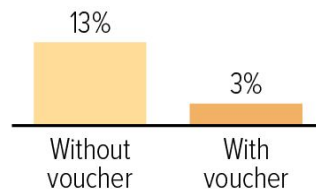
... and reduced the number of moves over a five-year period by more than one-third.

2.3 moves — Without voucher
1.5 moves — With voucher

Note: The chart compares the housing status of low-income families in six U.S. cities who were randomly selected to receive vouchers and used them for at least part of the previous year to families in a control group who did not use vouchers. Families experiencing "crowded housing" were living in housing that has less than one room per household member. Number of moves reflects the average moves over a 4.5- to 5-year period since random assignment.

Source: Michelle Wood, Jennifer Turnham, and Gregory Mills, "Housing Affordability and Family Well-Being: Results from the Housing Voucher Evaluation," Housing Policy Debate, 2008

HCV program

Why success is needed

"Decent, affordable housing reduces stress, toxins, and infectious disease, which leads to improvement in both physical and mental health. Affordable housing also frees up funds within families' tight budgets to spend on healthcare and food."

Housing Virginia - A Statewide Partnership of Public and Private Organizations and Individuals Committed to Affordable Housing

Keys to success...

- Learning housing terms, programs and processes
  - PHA websites
- Follow through
  - Not always immediate
- Update information with housing agencies/properties, mailing address, email, phone number etc.
  - Waitlist update form
- Communication
  - Ask questions
  - Inform
  - Review annually at PCSP
- Reasonable accommodations
  - Special housing types
  - Shared housing with other assisted or unassisted individuals/families

Supportive services

"Although affordable housing is part of the solution, some people may need their housing coupled with supportive services to maintain it. For instance, service providers can help people with mental illness pay their rent on time and understand the rights and responsibilities outlined in a lease, or can make sure people with chronic illnesses manage their diet and medicine properly, which can keep them out of hospitals or nursing homes."

Supportive Housing Helps Vulnerable People Live and Thrive in the Community

Housing Choice Vouchers can allow, through a reasonable accommodation, a live-in aide of the participant's choice to live with them, or the ability to rent from family, due to a person's disability.

A person may receive supports and receive rental subsidy.

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» Main Consumer Screen
» Snapshots

Assessment
» Supports Intensity Scale
» Assessments and Evals
» Functional Limitations
» Needs Assessment Questionnaire

Electronic Documents
» View Documents
» Upload Documents

Financial
» Assistance
» Expenses
» Income
» Insurance

NOA
» Noa
» Appeal

Demographics
» Personal Information
» Childhood
» Education
» Family Tragedies
» Social Adjustment
» Height/Weight
» Employment
» Volunteer Activities
» Voc Rehab
» Relationships

In Service
» Cohort
» Request For Services
» Request For Emergency Services
» Request for Approval (LSW)

PCSP
» Pro Forma Budget
» Plans
» Person Centered Profile
» Plan Cycle Expenditure
» Fiscal Year Cycle Expenditure

Eligibility
» Social History Status
» Eligibility Decision
» Eligibility Recommendation
» Eligibility Committee Agenda
» Level of Care Determination
» Medicaid Eligibility
» Financial Eligibility
» Program Tracking

Legal
» Agencies
» Court Order

Waiting List Placement
» Waiting List Information
» Waiting List Survey Entry
» Program Grant Tracking

Medical
» Diagnosis
» Allergies
» Immunizations
» Long Term Care Facility
» Substance Abuse
» Areas of Concern
» Health Treatment
» Medication Utilization
» Medications
» Family Med History
» Birth
» Durable Medical Equipment
» Appetite

General
» Consumer Search
» Work With CD/PID

USTEPS Housing subsidy tracking

Consumer Assistance

| Assistance Type | Housing ▾ |
| Description | |

255 characters remaining

| Amount | |
| End Date | 📅 |

💾 Save   ⟳ Clear

Description: Receiving a housing choice voucher (HCV) through Utah County housing authority (HA).

- Assist individuals, families and support team in finding affordable housing for those on DSPD waitlist, going through intake, and in services.
- Collaborate with community organizations, government agencies and property owners.
- Conduct needs assessment for referred person(s), identify affordable housing with programs available in the community that enable individuals safe and affordable options in housing, assist people with disabilities to make informed choices and lead self-determined lives.
- Discuss civil rights, fair housing laws, responsibilities of tenants, and recommend resources for variable housing needs based on case-by-case needs.
- Provide housing training to staff, contracted DSPD providers, and support coordinators.

What does the DSPD Housing Team do?

DSPD Housing Team

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385-272-8318

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Q/A

Next Support Coordinator Quarterly:

11:30 a.m. to 1 p.m.

Wednesday, October 19

Next Family and Self Advocate Quarterly:

Wednesday, August 9

Day: 11:30 a.m. to 1 p.m.

Evening: 6:30 to 8 p.m.

Upcoming meetings